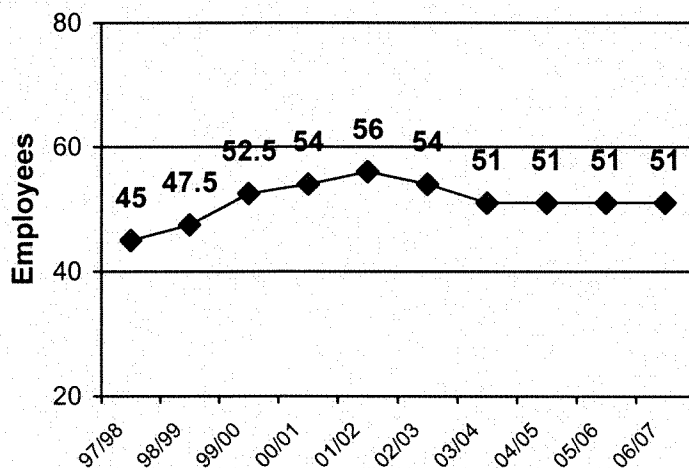


MISSION STATEMENT

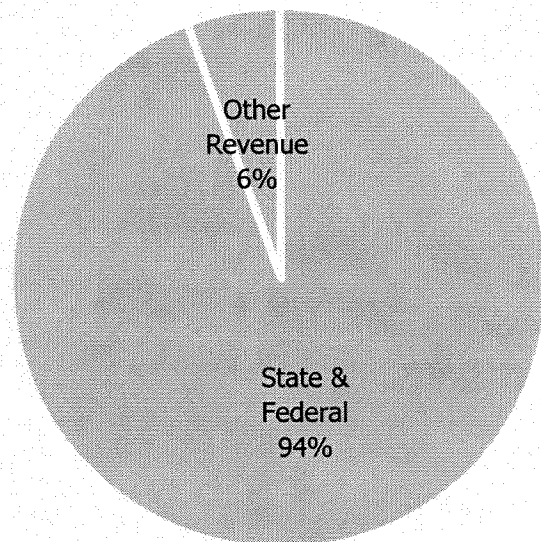
To improve the standard of living for the children we serve by ensuring that the parents of children who reside in our community receive the financial support to which they are entitled by law.

<u>Financial Summary</u>	<u>2005-06 Budget</u>	<u>2005-06 Projected</u>	<u>2006-07 Requested</u>	<u>2006-07 Recommended</u>	<u>Change From 2005-06</u>
Revenues	\$ 4,944,964	\$ 4,808,127	\$ 5,103,865	\$ 5,103,865	\$ 158,901
Salary and Benefits	3,179,818	3,100,458	3,332,667	3,332,667	152,849
Services and Supplies	<u>1,765,146</u>	<u>1,707,669</u>	<u>1,771,198</u>	<u>1,771,198</u>	<u>6,052</u>
**Gross Expenditures	\$ 4,944,964	\$ 4,808,127	\$ 5,103,865	\$ 5,103,865	\$ 158,901
General Fund Support (G.F.S.)	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0

Number of Employees
(Full Time Equivalent)



Source of Funds



Fiscal Year	Expenditures	Adjusted For Inflation
97/98	2,489,020	1,555,638
98/99	3,883,348	2,392,697
99/00	3,953,595	2,380,250
00/01	4,271,229	2,489,061
01/02	4,971,717	2,804,127
02/03	4,910,405	2,695,063
03/04	4,713,141	2,520,396
04/05	4,824,745	2,497,280
05/06*	4,944,964	2,450,428
06/07**	5,103,865	2,529,170

*Adopted
**Recommended

Ensure prompt establishment and collection of child support for children who reside in our community or children whose non-custodial parent resides in the county. Interview and open case files for child support applicants, conduct paternity investigations, establish paternity and child support judgments, and enforce court orders to collect child support.

DEPARTMENT COMMENTS

Examples of results achieved in the past year FY 05/06

a. We communicate with our customers to determine their needs. It is an integral part of our jobs. Phone calls, correspondence, and emails from the public are most often replied to the same day received.

a. In October of 2005, we mapped every process in the office and discovered several inefficiencies that were remedied.

a. We saved \$20,000.00 by serving more legal documents by mail rather than by personal service.

b. We renegotiated our genetic testing contract in October 2005, resulting in a reduction in costs from \$225.00 per case to \$114.00 per case.

a. Ongoing training needs were assessed based on staff surveys. Interviews with new employees and the staff they work with were conducted by supervisors at the end of 3 months, 6 months, and during the annual evaluation process.

The department will continue to monitor program administration, performance measures, customer service and staff development at the worker, process, program and system levels on a monthly basis. Strategic Plans will continue to be developed annually. These plans are outcome based with tracking mechanisms in place so goals are structured to

focus on accountability. This means everyone in the organization understands their role and how and the individual impacts program administration, performance measures, customer service and staff development.

Customer Service Improvements -

- a. Our internet and intranet sites are being updated. The internet site has a link to contact our office, which allows the public to send and receive emails from us.
- b. Continue to accommodate formal state hearings where complaint resolution efforts are unsuccessful. This office has several formal customer complaint state hearings every year and we have never lost a state hearing. It will continue to be our goal to resolve complaints through complaint resolution, or to prevail at state hearings where the complaint resolution has been unsuccessful.

Internal systems and Continual Process Improvement –

- a. The Department's effectiveness is measured by how well we do when compared to other California Child Support Departments in the Federal Performance Measures. We have been ranked by the State Department of Child Support Services as the top performing county during the past four years. It will be our goal to retain the top ranking.
- b. Continue to generate daily, weekly, monthly, and quarterly reports based on processes and system issues known to affect outcomes that impact program administration, performance measures, customer service, staff accountability/development, and training issues. This helps us manage the information that directly affects our performance measures.

Finance –

- a. Reduce our county overhead by continuing to process payments through the State Disbursement Unit/SDU. The department receives no General Fund support. During the past five years we collected welfare recoupment and paid an average of \$282,190 to the County General Fund. Our indirect county overhead contribution has averaged \$454,569 during the same time period. We will continue to collect the maximum amount of welfare recoupment possible.
- b. Continue working constructively with our internal and external business partners and customers. Internal partners are the staff and teams within the organization. External partners are the District Attorney, Sheriff's Department, Superior Court, Clerk-Recorder, State Dept. of Child Support Services, other States, County Departments, and the public we serve. By effectively managing our relationships with a helpful-giving spirit, we have a better understanding of each other and become more constructive and efficient in our work

Employee Development -

- a. Well trained, motivated, and accountable staff starts by hiring the best and smartest individuals possible. Interview questions related to personality traits are used to extrapolate whether a person possesses characteristics of a high performer.
- b. Performance Measures are drilled down to the caseworker level. Caseworkers know how well they are performing compared to each other, as well as to caseworkers in other counties and states. There are a variety of reports that identify how an individual is performing and training issues are also discerned.

COUNTY ADMINISTRATOR'S COMMENTS AND RECOMMENDATIONS

This department operates entirely of revenue from state and federal sources and there is no County General Fund contribution to this budget. The recommended budget for this department is the same as the requested budget and includes an overall expense increase of \$158,901, or 3% over the budgeted amount for FY 05-06. The bulk of the increase, \$152,849, is related to prevailing wage expenses. Service and Supply accounts show an increase of \$6,052. Revenues are increasing by the same amount and percentage as the expense.

Over the past few years, the department has maintained vacant positions in order to balance expenses and revenues. The salary savings from these vacancies help to balance the department's expense and revenue. This salary savings strategy is again used in the FY 06-07 budget recommendation.

The recommended budget funds the current level of staff and services. Despite funding limitations, this department has remained the overall top performing child support agency in the state for the past several years.

GOALS AND PERFORMANCE MEASURES

Department Goal: To ensure that children receive the support benefits they are entitled to as quickly as possible.

Community-wide Result Link: A well-governed and healthy community. San Luis Obispo Department of Child Support Services has been ranked #1 in the state for the past 4 years for overall performance.

1. Performance Measure: Percentage of cases with a court order for child support.

01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Adopted	05-06 Projected Results	06-07 Target
93.55%	93.43%	94.99%	94.85%	94.00%	94.00%	94.00%

What: Support orders are the legal documents which establish child and medical support.

Why: Establishment of support orders creates the legal basis to enforce obligations for child and medical support. The court order provides the legal basis to assist a family to get social security benefits for a child; the more court orders established, the more children could receive the support to which they are entitled.

How are we doing? We ranked #1 in the State for FFY 04/05 in this category. The state average based on the CASES comparative data as of 09/30/05 is 82.30%.

Department Goal: To improve the standard of living for the families we serve by ensuring a high percentage of current child support collections.

Community-wide Result Link: A healthy and prosperous community.

2. Performance Measure: Percentage of current support collected.

01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Adopted	05-06 Projected Results	06-07 Target
61.00%	59.80% calculated incorrectly	63.94%	66.25%	66.50%	66.50%	66.50%

What: The total current support collected during the course of the year as compared to the total amount of current support owed during the course of the year.

Why: So that families/children receive the financial support to which they are legally entitled.

How are we doing? We ranked #3 in the state for FFY 04/05 in this category. The state average based on the CASES comparative data as of 09/30/05 is 51.60%.

3. Performance Measure: Percentage of child support cases in which past due support is owed and payment is received during the federal fiscal year

01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Adopted	05-06 Projected Results	06-07 Target
66.00%	66.29%	66.20%	66.84%	66.90%	66.90%	66.90%

What: This measures the number of cases in which a collection of past due support was received during the federal fiscal year.

Why: So that families/children receive the financial support to which they are entitled.

How are we doing? We ranked #6 in the State for FFY 04/05 in this category. The state average based on the CASES comparative data as of 09/30/05 is 59.14%.

4. Performance Measure: Total child support dollars collected per \$1.00 of total expenditure.

01-02 Actual Results	02-03 Actual Results	03-04 Actual Results	04-05 Actual Results	05-06 Adopted	05-06 Projected Results	06-07 Target
3.22	3.06	2.95	3.16	3.13	3.13	3.13

What: This is an efficiency measure relating to the cost effectiveness of collection activities.

Why: To ensure that the cost collection ratio compares favorably to other counties within the state.

How are we doing? The Statewide average for FFY 03/04 is \$2.12. Data for FFY 04/05 will be available in March, 2006.